



prop-wash (prăp'-wôsh) *n.* the surge or eddy of water from a propeller. Never an end in itself, prop-wash is essential for ships and airplanes to move and do their work for the American people. PTC provides "prop wash" in many forms - all of which help human performers do their job.

Groupware-Enhanced Front End Analysis (FEA) (PW007)

“Using an electronic group collaboration support system to conduct FEA means faster, deeper, and more accurate and efficient data collection”

Background:

The PTC has acquired its growing reputation for enhanced performance support by marrying proven technologies to time-honored work processes, thereby creating new “tools” for human performance analysts. The Performance Workshop, an approach that blends FEA methodology with GroupSystems™ technology, provides analysts with just such a tool. Using laptop portability and collaborative decision support software to facilitate FEA data gathering efforts, analysts have increased efficiency, realized a greater depth of analysis, and decreased project length. This “hybrid” approach is also highly flexible, allowing analysts a new and more efficient way to conduct New Performance Planning and Diagnostic FEAs, Performance Qualification Reviews, Job-Task Analyses, Strategic Planning, Qualitative Data Gathering and Conference Sessions.

Description:

The FEA process focuses on the Accomplished Performer (AP), the person in the organization who routinely produces above standard job outcomes. The Performance Workshop approach reflects that same focus. PTC analysts begin a project by conducting a document analysis of the job being studied. Next, they travel to the work site to observe an AP actually performing the job. On site, analysts take photos, ask questions, and make observations about performance influences on the job. From these initial efforts, analysts produce a Draft Accomplishment and Task Architecture (DATA). They then refine the DATA until it is mature enough to populate GroupSystems™. This is a very important process improvement because it greatly decreases the time AP’s need to spend at the workshop.

Analysts work with Program Managers to ensure AP selection represents a balance between geographic regions and unit types. This is an important consideration because “right AP mix” means that a wide range of differences in policy and environmental effects on the job are integrated into the analysis. During the workshop, trained facilitators guide AP participation, which is typically divided equally between verbal discussions and electronic collaboration.

Performance:

The Performance Workshop approach harnesses the power of FEA methodologies by continuing to focus on AP's work processes that are of value to the Coast Guard. As with its older, more paper-based approach, the workshop still uses a systematic process to produce a complete list of positive and negative influences on human performance.

However, it differs from older approaches by:

- Reducing potential analyst bias
- Decreasing the number of site visits required
- Increasing the number of AP's interviewed
- Increasing collaboration among AP's which, in turn, increases data quality
- Increasing data validity for data-driven decisions
- Blends the "high-touch" of human interaction with "high-tech" data collection techniques

Value:

Before PTC started using this approach, analysts made site visits to a variety of units but interviewed a comparatively small number of APs. Additionally, it took months to complete site visits due to scheduling problems. In contrast, the ten projects completed using the Performance Workshop approach:

- Global Maritime Distress Safety System Marine Inspector and System Operator
- Civilian Personnel Supervisors
- Port Security Unit Tactical Action Officers
- Remote Automated Integrated LORAN
- LORAN Timing and Frequency Equipment
- Air Conditioning and Refrigeration
- Hazardous Waste Coordinator
- 85' Fast Patrol Craft
- Boarding Officer Job Performance Aid

have, on average, cut travel costs by \$4K and 21 business days per project.

Benefits beyond cost avoidance that increase the value of this approach are:

- Gives more AP's an opportunity to contribute to the analysis, thereby increasing the reliability of the recommendations
- Requires less site visits, reducing the disruption to Coast Guard operations
- Reduces project length
- APs make decisions and produce output as a synergistic group which often results in breakthrough recommendations for improving workforce performance
- APs form informal networks that continue beyond the Performance Workshop

For more information please contact [Mr. Jay White](#) at (757) 856-2397 or [LCDR Chris Calhoun](#) at (757) 856-2173, or visit the [Performance Technology Center's website](#) to view other Propwash.